GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1707
ANSWERED ON:09.12.2015
Booking and Cancellation of e-Tickets
Baheria Shri Subhash Chandra

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the e-tickets get automatically cancelled at the time of preparing chart whereas the ticket purchased from railway ticket counter does not get cancelled even if it is a waitlisted ticket;

(b) if so, whether the Government proposes to extend this facility on tickets purchased from the counter; and

(c) if so, the details thereof and if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)
(a) to (c): It is a fact that in case of fully waitlisted e-tickets i.e. tickets on which all the passengers are on waiting list at the time of preparation of first reservation chart, names of all such waitlisted passengers are dropped from the reservation charts and the refund is directly credited to the source of payment as e-ticket is not a money value document. This facility has not been extended to tickets booked through Computerised Passenger Reservation System (PRS) counters as these tickets are money value document against which refund can be taken after surrendering the tickets as per extant refund rules.
*****